WiFi troubleshooting

How's your WiFi signal?

If your connection appears to keep dropping off: check in your WiFi settings that you added **@kent.ac.uk** to your username, and entered your password correctly.

If it's still poor, try turning WiFi off and on again a few seconds later. This often fixes the problem.

Let us know if your signal is consistently poor in a particular location: **helpdesk@kent.ac.uk**

Android WiFi settings

Many tablets, including Kindle Fire, run Android. These steps should be identical or very similar:

1. Find **WiFi settings** and turn WiFi on: usually found from the home screen via **Applications** > **Settings** > **Wireless and Networks** > **Wi-Fi Settings** > tick the box to **Turn on Wi-Fi**.
2. From the scan result, choose **eduroam**.
3. In the box showing the settings for eduroam, check that:
   - *EAP method* is set to **PEAP**
   - *Phase 2 authentication* is set to **MSCHAPV2**
   - *CA Certificate* is set to **Unspecified**
   - *User Certificate* is set to **Unspecified.**
4. Identity*:* enter your Kent IT account details: **username@kent.ac.uk** (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**).
5. Anonymous identity*:* **leave blank.**
6. Enter your IT account password. Tap **Connect**.

If your connection fails or appears to be dropping off, you may have entered your user details incorrectly (this will not be made obvious!). Did you add **@kent.ac.uk** to your username?

iOS WiFi settings

1. Make sure WiFi is on: from the home screen, tap **Settings** > **Wi-Fi** > **ON**.
2. Choose a network and select **eduroam**.
3. Enter your Kent IT account details: **username@kent.ac.uk** (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**). Tap **Join**.
4. Accept the network certificate. A tick shows next to **eduroam** when you are connected.

If your connection fails or keeps dropping off: did you add **@kent.ac.uk** to your username?

Windows Phone WiFi settings

1. From the home screen, tap **Settings** > **Wifi** > **eduroam**.
2. Enter your Kent IT account details: **username@kent.ac.uk**
   (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**).
3. Tap **Done**. The device will now show you are connected to eduroam.

If your connection fails or keeps dropping off: did you add **@kent.ac.uk** to your username?

Chromebook WiFi settings

1. Go to **Settings** > **Add Connection** > **Add wifi.**
2. SSID: **eduroam.**
3. Security: **PSK (WPA or RSN).**
4. Click **Advanced.**
5. SSID: **eduroam.**
6. EAP Method: **Peap.**
7. Phase 2 Authentication: **MSCHAPv2.**
8. Server CA certificate: **loading (leave as is).**
9. User certificate: **loading (leave as is).**
10. Identity: enter your Kent IT account details: **username@kent.ac.uk**
    (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**).
11. Anonymous identity: **leave blank.**
12. Save identity and password: **tick.**
13. Share this network with other users: **leave blank.**
14. Click **Connect.**

If your connection fails or keeps dropping off: did you add **@kent.ac.uk** to your username?

BlackBerry WiFi settings

Some Blackberry models (including Curve 9360, Curve 9380 and Bold 9790) have security issues that prevent them from connecting to eduroam. The models below should work.

BlackBerry 10

1. Tap **Settings** > **Network Connections** > **WiFi** > **eduroam**.
2. Enter your Kent IT account details: **username@kent.ac.uk**
   (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**) then your Kent password.
3. Tap **Connect** (top right hand corner) – you should now be connected to eduroam.

If your connection fails or keeps dropping off: did you add **@kent.ac.uk** to your username?

BlackBerry OS 7 WiFi settings

1. From the main menu, select **Manage Connections** (radio aerial icon).
2. Select **Set Up Wi-Fi** > **Next** > **Scan for networks** and **Turn-On Wi-Fi** (if prompted).
3. Select **eduroam (WPA2-Enterprise)** and ensure the *Security Type* is set to **PEAP**.
4. Enter your Kent IT account details: **username@kent.ac.uk**
   (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**) then your Kent password.
5. Change the *CA certificate* to **Globalsign 2014** and click **Save**.
6. When prompted to *Save this Wi-Fi Network* as **Profile**, choose **Yes** > **Next** > **Finish**.

If your connection fails or keeps dropping off: did you add **@kent.ac.uk** to your username?

Windows 8 and RT (tablets, laptops)

1. From the Start screen press **Desktop**.
2. Right-click on the wireless icon (bottom right of the desktop) and select **Open Network and Sharing Centre**.
3. Select **Setup a new connection or network**.
4. Select **Manually connect to a wireless network** and click **Next**.
5. Enter the following details:
   - network name: **eduroam**
   - security type: **WPA2-Enterprise**
   - encryption type: **AES.**
6. Click **Next** then click **Change connection settings.**
7. Select the **Security** tab then click **Settings**.

8. Tick the box labelled **Connect to these servers** and type **radius.ad.kent.ac.uk;radius2.ad.kent.ac.uk** (in the box below).
9. In the *Trusted Root Certification Authorities* window tick **GlobalSign Root CA**. Click **OK** then click **Advanced Settings.**
10. Tick **Specify authentication mode** and select **User authentication**.
11. Click **OK/Close** as prompted. You are now ready to connect.

To connect

1. Click the wireless signal icon (bottom right of the desktop).
2. Select **eduroam** and press **Connect**.
3. To log in, enter your Kent IT account username with **@kent.ac.uk** added (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**).

If your connection fails or keeps dropping off: did you add **@kent.ac.uk** to your username?

Windows 7/Vista (laptops)

1. Click **Start** > **Control Panel** > **Network and Internet** (can't see it? search for **Network and Internet** in the start menu search box).
2. Click **Network and Sharing Center**, **Manage Wireless Networks**.
3. Click the **Add** button and click **Manually create a network profile**:
   - in the *Network name* box type **eduroam**
   - select **WPA2-Enterprise** from the *Security type* drop-down list
   - set *Encryption type* to **AES** and tick the *Start this connection automatically* box
   - all other settings should remain as they are. Click **Next** (bottom of the screen).
4. Click **Change connection settings**:
   - tick the *Connect automatically when this network is in range* box
   - untick *Connect to a more preferred network if available*, and *Connect even if the network is not broadcasting.*
5. Click the **Security** tab:
   - set *Security type* to **WPA2-Enterprise**
   - set *Encryption type* to **AES**
   - set *Choose a network authentication method* to **Protected EAP (PEAP)**
     - **Windows 7:** untick *Remember my credentials for this connection each time I'm logged on*
     - **Windows Vista:** untick *Cache user information for subsequent connections to this network*.

6. Click the **Settings** button:
   - tick *Validate server certificate* and *Connect to these servers,* and type **radius.ad.kent.ac.uk;radius2.ad.kent.ac.uk** in the box below
   - scroll to the *Trusted Root Certification Authorities* list, and tick *GlobalSign Root CA*. If there is more than one option, tick them all. If you don't see any, contact us.
   - click **Configure**, Untick *Automatically use my Windows logon name and password (and domain).* Click **OK** and then:
     - **Windows 7:** click **Close** then click **Additional information is required to connect...** (bottom right)
     - **Windows Vista:** click **Connect to...** and click **eduroam** from the available networks, then **Connect** and click **Enter/select additional logon information**.
7. Click the message *Additional information is required to connect* in the bottom right of your screen**.**

To connect

- **To log in** enter your Kent IT account username with **@kent.ac.uk** added (eg, if your username is **abc1**, enter **abc1@kent.ac.uk**).
- **Next time you connect:** if you see *Additional information is required to connect...* click the message to log in.

If your connection fails or keeps dropping off: did you add **@kent.ac.uk** to your username?

Mac OS X 10.8 and above (laptops)

1. Open the *AirPort* menu and select **eduroam**. If it's not listed, select **Join other network**, type **eduroam** as the network name and select **WPA2 Enterprise** in the security field.
2. To log in enter your IT account details in this format: **username@kent.ac.uk** (eg: if your username is **abc1**, enter **abc1@kent.ac.uk**)
3. If prompted to accept a *GlobalSign Root CA* certificate, check that **radius.ad.kent.ac.uk** or **radius2.ad.kent.ac.uk** is listed on the certificate before accepting it.

If automatic setup doesn't work, try turning the Airport off and on again (via the *AirPort* menu).

If your connection fails or keeps dropping off: did you add **@kent.ac.uk** to your username?

Generic WiFi settings for phones/tablets

While we don't support other devices, some may connect successfully using these settings:

Network name/SSID	**eduroam**
Security type	**WPA2-Enterprise**
WPA settings encryption type *(if required)*	**AES**
WPA authentication method	**Protected EAP** (or **PEAP**, or **EAP** then **PEAP**)
Authority/server certificate *(if required)*	**GLOBALSIGN ROOT CA**
PEAP version *(if required)*	**Version 0**, or **PEAPv0**
Personal/private certificate	**none**
Username	**username@kent.ac.uk** with your Kent password
Domain	**none**
PEAP authentication method	**MSCHAPv2 or PEAP-MSCHAPv2**

You may need to enter your IT account details again. Disable any options to inherit user details from your device.